



Top Ten Quality and Productivity

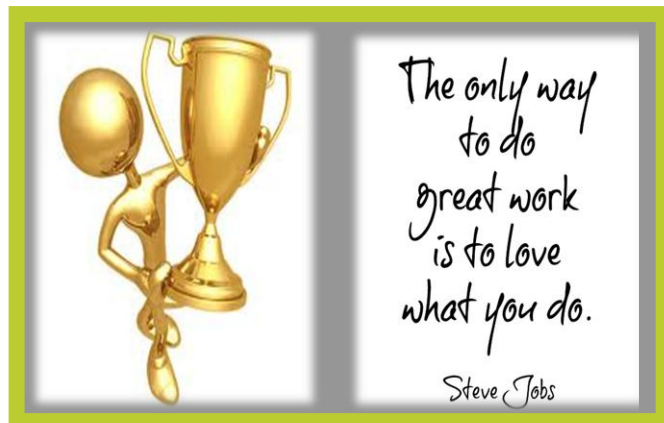
Award for GR SSIMAP

The Los Angeles County Board of Supervisors recognized the Department of Public Social Services (DPSS) for its General Relief Supplemental Security Income Medi-Cal Advocacy Program (GR SSIMAP) enhancements resulting in improved quality of services for the public. DPSS shared this honor with the Mental Health (LACDMH) and Sheriff's Departments, and received a Top Ten Award from the Quality and Productivity Commission at the awards ceremony held on Wednesday, October 17th, 2012.



Enhancements to the GR SSIMAP Advocacy Program

Department of Public Social Services with Department of Health Services, Department of Mental Health and Sheriff's Department



Thank you GR SSIMAP Advocates

For assisting GR participants and enriching lives through effective and caring service.



"Be kind, for everyone you meet is fighting a harder battle." ~ Plato

GR SSIMAP Success Story



Ginett's neglected grooming and unkempt attire was testimony of her homeless status. Her medical record showed diagnosis of bipolar disorder, phobias and clinical depression. She was reluctant to accept any assistance from the SSI Advocate. During the interview, Ginett appeared distressed, uncommunicative, and avoided eye contact completely, until she was asked "What do you enjoy to talk about?" At this time, her eyes lit up and she pulled out a picture of a four-year-old boy from her pocket and started crying and telling the story of her life and her little boy.

The SSI Advocate was able to convince her to complete the SSI application by informing her of the benefit of becoming self-reliant. After consistent monitoring and following up with Social Security Administration (SSA) and DDS offices, finally Ginett was approved for SSI. Currently, she lives in a one-bedroom apartment with a roommate and is able to visit her son.

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District #2 - Glendale

ELP

ELP Corner

Enterprise Linkages Project (ELP) launched on June of 2012 and is set to become one of the most useful tools to serve the needs of our participants.

What can ELP do for you ?

ELP allows you to look into the service history of your participant. Aside from this department, you may find information from the Departments of Community and Senior Services (CSS), Health Services (DHS), Mental Health (DMH) and Public Health (DPH), as well as the Probation and Sheriffs Departments. This information can be helpful, for example, to design a better employment program for your participant, retrieve his or her medical records for an SSI application, or assist with expungement services if your participant has a criminal record that prevents him or her from getting a job.

In short, ELP helps you offer better and more targeted services to your participants, while making your job easier!!!



Remember...

Participation in ELP is voluntary and you cannot use any of the information found on ELP against your participant. That's right! This information is to be used only for your participant's benefits.



WELCOME!!!

- Shawn Amiel, HSA I, is the new lead analyst overseeing GR SSIMAP at GR Program. She is proactive, knowledgeable and looks forward to working with all GR SSIMAP advocates.
- George Paccarelli, HSA II, has gladly joined the GR Program as the new lead manager over GR SSIMAP.



ELP Success Story

John, 28 years old, has suffered from schizophrenia since childhood. His inability to think clearly, delusions and paranoia landed him on the GR roles.

Due to his mental disability and not feeling safe around people, John had a tendency to miss his appointments with his GR SSIMAP advocate. This made it very difficult for the advocate to help him. John did not remember dates or places of medical treatment he received in the past to document his disability and apply for SSI.

But John's advocate persevered and helped him complete an SSI application. Moreover, the advocate's effective usage of ELP allowed John's SSI application to be well documented and supported by medical records from DMH, which the worker obtained from ELP in a timely manner. Within two months, and after close collaboration with the Disability Determination Office and SSA, John's SSI application was approved. Currently, John gets essential medical treatments regularly and has stable housing arrangements.

District #2 - Glendale



**The new
GR SSIMAP Handbook
is coming soon**



The Handbook will be in the new DPSS writing format named Information Mapping, which will assist readers in obtaining the information needed quickly.

Staff will be able to access the Handbook through the MyDPSS website and on LEADER.

The results are in...



SSI/SSP APPROVALS FOR FISCAL YEAR (FY) 2012	
TARGET	6,900
COMPLETED	7,544

SSI/SSP APPROVALS FOR FISCAL YEAR (FY) 2013	
TARGET	7,400
COMPLETED SO FAR...	2,249



Very Important...

As a reminder, GR SSIMAP staff must continue to track and monitor all SSI-related activities in LEADER.

The continual update of LEADER will assist in identifying the strengths and weakness of the program. A comprehensive understanding is vital to the program's success.



Upcoming Events

- GR SSIMAP Quarterly Meeting is scheduled for Wednesday, January 16, 2013.
- ELP Refresher Training is set for January 2013. Dates will be released shortly.

ACKNOWLEDGMENTS

We want to thank all District Offices for your success stories, which depict the compassionate nature of your work and its impact on people's lives. More stories will be featured on upcoming issues of the SSIMAP Newsletter.

Your comments, suggestions and success stories are welcome and greatly appreciated!!!



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Happy Holidays on behalf of all staff at GR & CAPI Programs !!!